



Now doing business as Anthem Blue Cross and Blue Shield

COMPCARE BLUE SOUTHEAST NETWORK

PO Box 2270

Fond Du Lac WI 54936-2270

Phone: (888) 239-9514 Fax: (608) 348-5168

www.bcbswi.com



During the Dual Choice Enrollment period, please call (800) 755-6400.

Type of Plan	Health Maintenance Organization
Total Number of Members	126,640
Years of Operating Experience	22
Total Number of Primary Care Physicians (PCPs)	1168
Percentage of PCPs Accepting New Patients.....	91%
Percentage of Board Certified Specialty Care Physicians	83%
Number of Urgent Care Facilities.....	29
Number of Dental Clinics	41
Percentage of Dentists Accepting New Patients.....	86%

ADDITIONAL INFORMATION

Referral Requirements	You do not need a referral from your primary care physician (PCP) to see any of the in-network specialists who are part of the Southeast Network. You need a written referral from your PCP and authorization from CompCareBlue to obtain services from a specialist who is not participating in the Southeast Network. CompCareBlue will provide a written response to the referral request to you and your PCP. Although you do not need a referral to see in-network Southeast specialists, in some circumstances you must use specific or designated specialists associated with your PCP. Please refer to your provider directory for more information.
Prior Authorization Requirements	Certain healthcare procedures require pre-authorization as initiated by your PCP or specialist. CompCareBlue will provide a written response to you and your provider. Pre-certification is required for non-emergency hospital stays. Contact CompCareBlue for more information about procedures that require pre-certification.
Medicare Claims Procedure	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Medicare Benefits (EOMB). In those few cases when a provider does not accept assignment, we will notify you and the provider if a copy of your EOMB is needed.
OnLine Services	Our web site is a valuable resource for both information and services. At www.bcbswi.com , you can: <ul style="list-style-type: none"> • Access our online provider directories for the State of Wisconsin by going to the <i>Find a Doctor</i> section on our web site. To view or print a copy of our CompCareBlue Southeast directory, click on <i>State of Wisconsin Employees Start Here</i> and then choose <i>CompCareBlue Southeast Network</i> directory. • Access our secure online Customer Service Center, Service Direct. With Service Direct, you can review claim status, determine eligibility, inquire about deductibles and out-of-pocket expenses, check authorization status, order ID cards & contact Customer Service. • Find health and wellness information, by clicking on the Healthy Information link on the Member homepage. This will give you access to our LifestyleBlue Health and Wellness Program information, healthy recipes, health resources and preventive care guidelines. Click on Health Living to reach WebMD for personalized health information.
Outpatient Mental Health Network/Policy	You do not need a referral to see a Southeast Network mental health provider. Pre-certification is only required for inpatient hospital stays.
24-Hour Nurse Line	MedCall provides medical information by phone, 24 hours a day, 7 days a week. Registered nurses on this toll-free telephone hotline will talk to members about their symptoms, medications and other health related topics. MedCall also provides over 200 taped messages about treatments, drugs, illnesses and procedures.


























ADDITIONAL INFORMATION

PCP Restrictions Each family member may choose a different PCP from the CompCareBlue Southeast Network. You are able to change your PCP within your current clinic up to three times per year. Changes to a new PCP not in your current clinic are restricted to the Dual-Choice enrollment period, with the change effective on January 1st.

Dental Benefits If Provided Dental benefits provided through your CompCareBlue health plan are: 100% coverage for comprehensive and periodic exams, diagnostic x-rays and preventative cleanings (as dentally necessary) with no more than one of each in a six month period; and fluoride treatments for children to age 12. Orthodontia is not covered; however, where available, child and adult members receive a 20% discount off participating orthodontists' usual fees, to a maximum discount of \$1,250 per person. Where available, specific dental offices may offer a 20% discount on amalgam fillings. Please refer to the Dental Directory listing for a participating Wisconsin Dental Center. All family members must utilize the same dental clinic.

Quality Improvement Initiatives

- Quality service initiatives include a focus on increased member satisfaction through improving the timeliness and efficiency of member complaint resolution.
- Member outreach initiatives focusing on the health of our member population include reminders for immunizations, flu shots, breast cancer screening, cervical cancer screening and colorectal cancer screening. Gender-specific health promotion mailings for older women, young women, and men encourage preventive health and wellness activities for a healthy lifestyle. Our pregnant members receive attention through our maternity support program and postpartum depression program.
- Members who suffer from catastrophic or chronic conditions receive extra attention through our care management and disease management programs. Advanced care management and disease management are proactive outreach programs which together target nine key diagnoses: coronary artery disease, chronic kidney disease, diabetes, hypertension (high blood pressure), chronic obstructive pulmonary disease, congestive heart failure, hyperlipidemia, stroke and asthma.

Counties in Service Area	Hospitals in County	Major Providers in County*
Kenosha	 ✓ Aurora Medical Center  Kenosha Medical Center  Children's Hospital of Wisconsin	Aurora Health Center Kenosha Medical Center Clinic
Milwaukee	 ✓ Aurora Sinai Medical Center  Children's Hospital of Wisconsin  Columbia Center  ✓ ✓ Columbia St. Mary's Hospital Columbia  ✓ ✓ Columbia St. Mary's Hospital Milwaukee  ✓ Froedtert Memorial Lutheran Hospital  Orthopaedic Hospital of Wisconsin  ✓ ✓ St. Joseph Regional Medical Center  St. Luke's South Shore  ✓ St. Francis Hospital  ✓ West Allis Memorial Hospital	Advanced Healthcare Aurora Health Center Covenant Medical Group Columbia St. Mary's Clinics Lakeshore Medical Clinic St. Luke's Family Practice Center
Ozaukee	 ✓ ✓ Columbia St. Mary's Hospital Ozaukee	Advanced Healthcare Aurora Medical Group Family Practice Associates of Cedarburg
Racine	 ✓ All Saints Medical Center  Lakeview Specialty Hospital & Rehab Ctr  ✓ Memorial Hospital of Burlington	All Saints Medical Group AMG Burlington Aurora Health Center
Walworth	 ✓ Aurora Lakeland Medical Center	Aurora Health Center
Washington	 ✓ Aurora Medical Center  St. Joseph's Hospital	Aurora Health Center West Bend Clinic
Waukesha	 ✓ Community Memorial Hospitals  ✓ Oconomowoc Memorial Hospital  ✓ Waukesha Memorial Hospital  ✓ Elmbrook Memorial Hospital	Advanced Healthcare Aurora Health Center Eagle Medical Center Lakeshore Medical Clinic Medical Associates New Berlin Family Phys. Pewaukee Med. Clinic, SC Waukesha Family Practice Center Waukesha Medical Center/ProHealth Wilkinson Medical Clinic

*To request a copy of the CompCareBlue Southeast Provider Directory that lists the providers in the network, or to find out if your doctor or hospital is a network provider, please call the CompCareBlue Southeast Network Customer Service Department at 1-888-239-9514 or visit our web site www.bcbswi.com